

Healthcare technology solutions.™

Perspective on Payer-Based Electronic Personal Health Records

Jeffrey H. Margolis
Chairman and CEO, The TriZetto Group

Personal Background Underlying My Perspective

- Design and provide the technology that “systematizes” approximately 35% of the U.S. insured population
- Former Chief Information Officer for multi-billion dollar, multi-state Integrated Delivery System (i.e., hospitals, primary and multi-specialty clinics, pharmacies, etc.)
- Began implementing first clinical EMR’s in 1994
- Provided practice management and IPA IT solutions
- Former hospital business and technology consultant
- Occasional U.S. healthcare policy advisor/instigator
- Currently enjoying at least 2 chronic diseases personally
- Veteran of 8 significant surgeries and 50+ inpatient days
- *Also a CPA, which doesn’t really matter, except to my parents...*

TriZetto is the Leading Provider of HCIT to Health Plans



330 Health Plan Customers



Serving 55% of All BCBS Organizations



Over 180 Million Lives Under Contract



Processing 16% of Managed Medicare

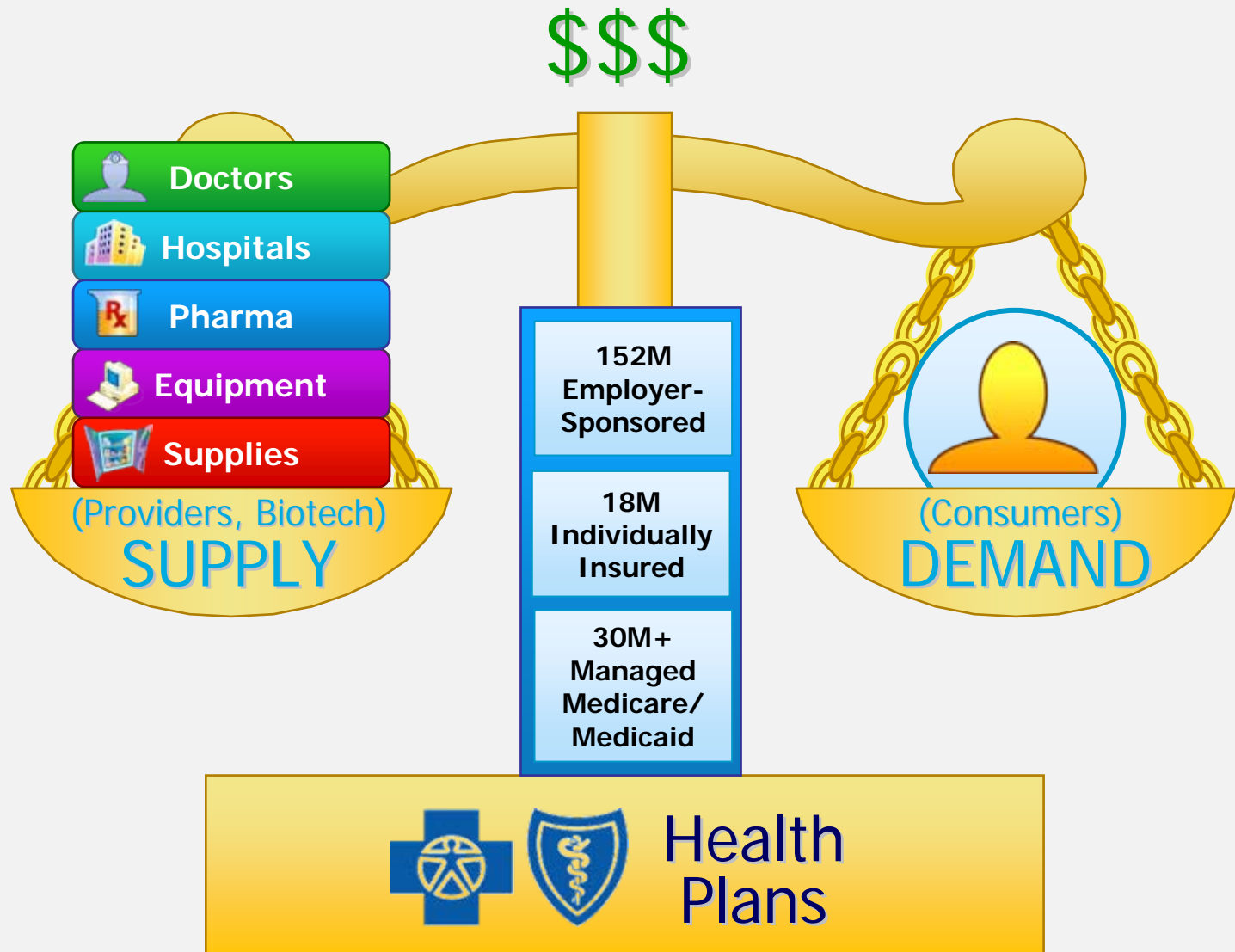


Nearly 140 Million Lives in Production



Processing 40% of Managed Medicaid

Health Plans "Organize" Most of the U.S Healthcare System



Payers At The Center of The Supply Chain



is distinctly focused on accelerating payers' ability to lead the healthcare industry's transformation by providing premier information technology solutions to

- Enhance our customer's revenue growth,
- Drive their administrative efficiency and
- Improve the cost and quality of care for their members.



DC Initiatives are Well-Intentioned and Clinically Oriented



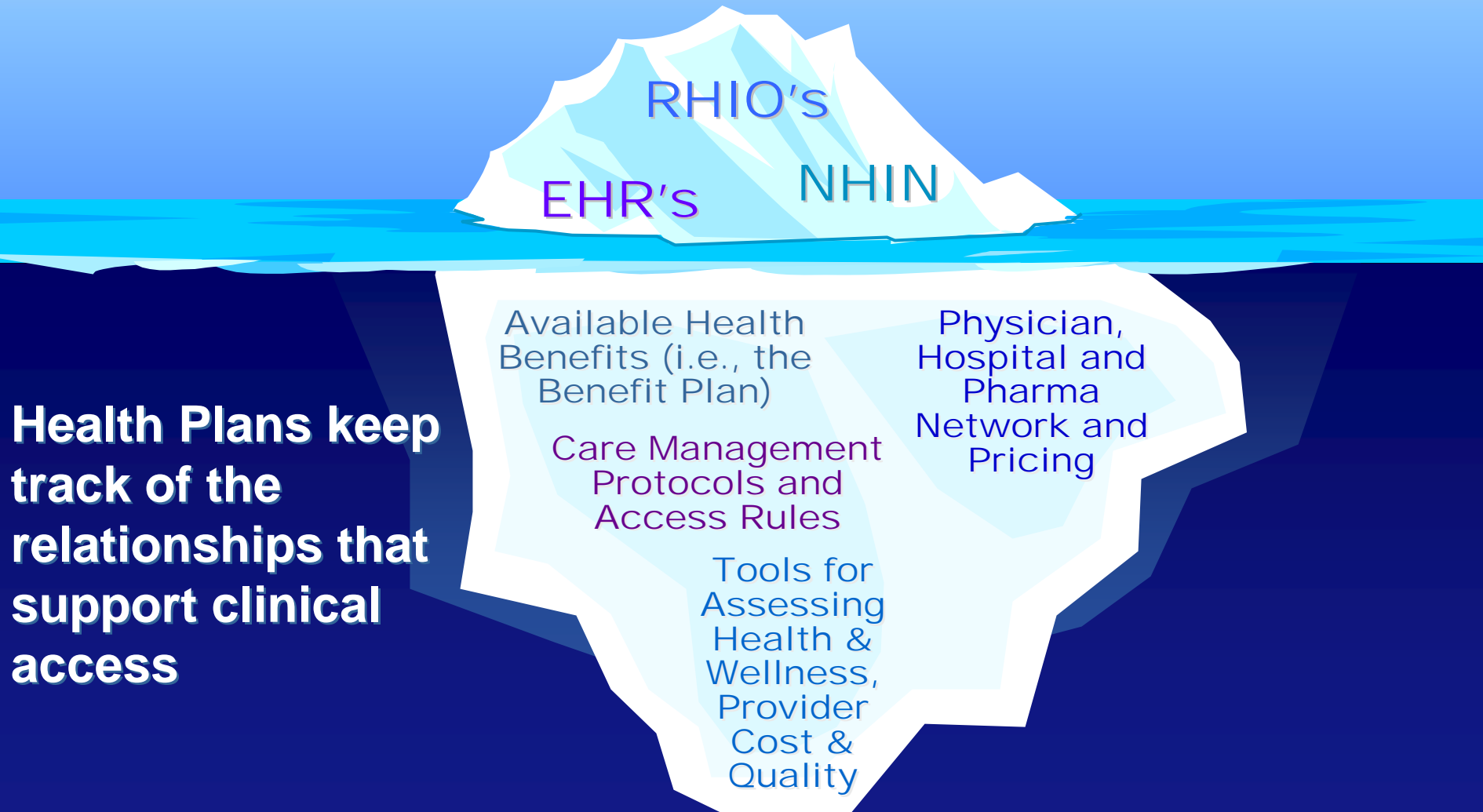
- ONCHITS's Mission: Provide Leadership for the Development of a Nationwide HIT Infrastructure that:
 - Ensures that appropriate information to guide medical decisions is available at the time and place of care;
 - Improves health care quality, reduces medical errors, and advances the delivery of appropriate, evidence-based medical care;
 - Reduces health care costs resulting from inefficiency, medical errors, inappropriate care, and incomplete information;
 - Improves the coordination of care Ensures that patients' individually identifiable health information is secure and protected.

ONCHIT's Three Focus Areas Are Primarily Clinical Thus Far . . .



While awareness of these capabilities is positive...an underlying HCIT infrastructure provided primarily by health plans is required to achieve the greatest success

Healthcare Consumers (Citizens) are part of an Economic Healthcare System that Governs Access



Health Plans have the most Unique HCIT Relationship with Consumers

Health Plan (1:1 Relationship)

- Tracks all Hospital Visits
- Tracks all Doctor's Visits
- Tracks all Pharmacy Data
- Tracks some Equipment and Supplies

Providers (Multiple)

- Practice Management Systems
- Electronic Health Records

Hospitals (Multiple)

- Hospital Information Systems
- Electronic Medical Records

Financial Relationships

- Health Savings Accounts
- Health Reimbursement Accts.
- Flexible Spending Accounts
- Debit/Credit Cards

Rx's (Multiple)

- Prescriptions
- Drug Information

Consumer



Member of Health Plan

- **Personal Health Record**
- Health Risk Appraisal
- Clinical Predictive Modeling
- Clinical Alerts & Triggers

Labs (Multiple)

- Results

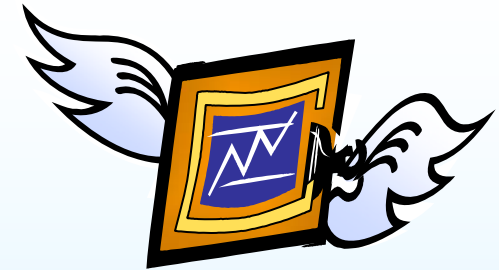
Personal Health Records (PHR's) are Practical Today



EMR's allow sharing of medical files, but are difficult to transport outside the practice or hospital



PHR's provided by Health Plans allow portability and provide substantial information

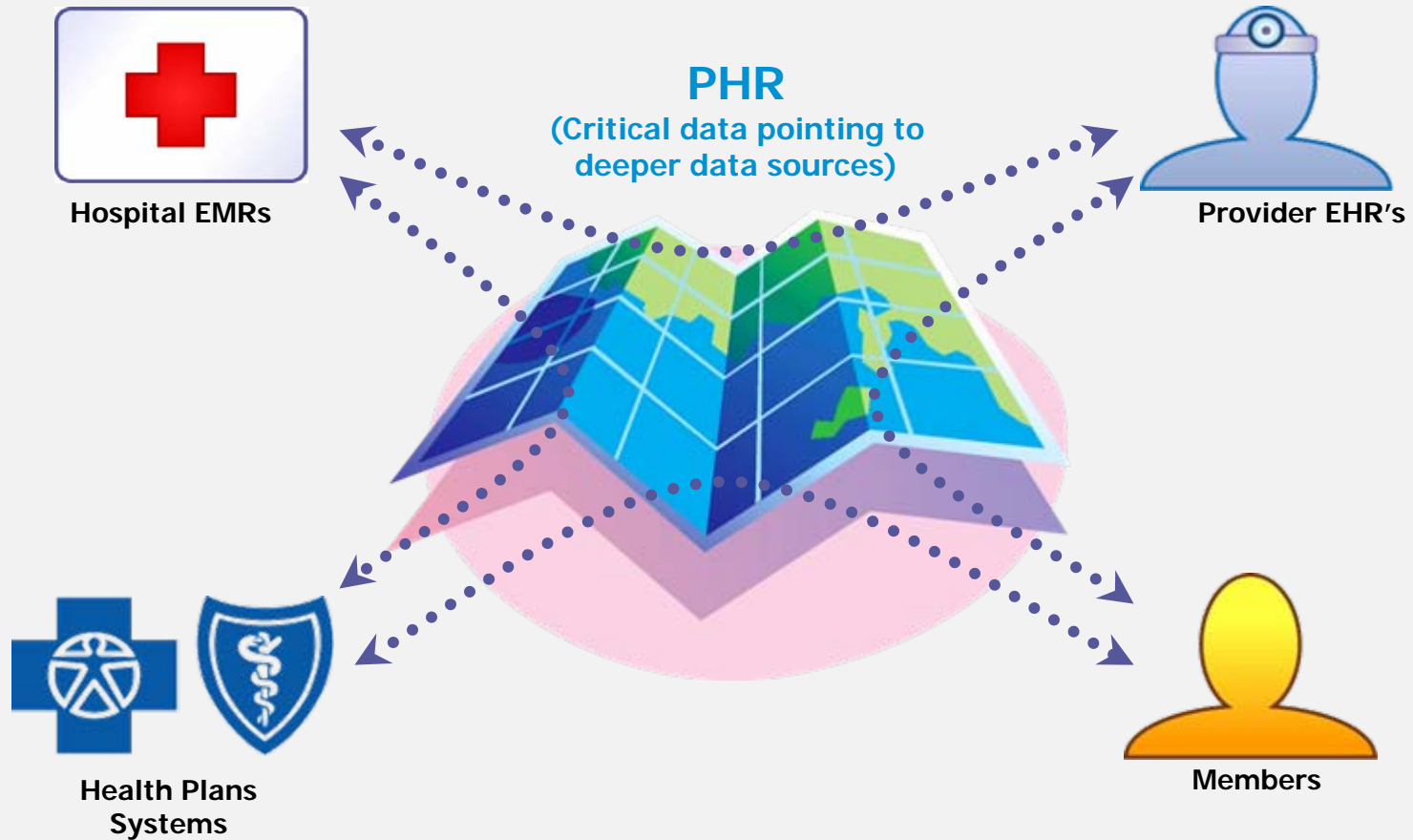


EHR's allow sharing of all medical information and portability across linked providers

PHR's provide many of the benefits of the EHR and are quicker and less expensive to implement

The PHR is Best Viewed as a "Health Résumé" or "Search Engine"

Basic PHR data source: Claims



Principal PHR Requirements



Accessible



Data Rich



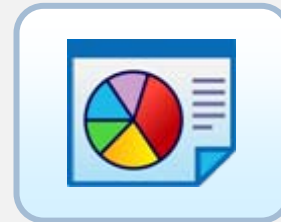
Portable



Secure

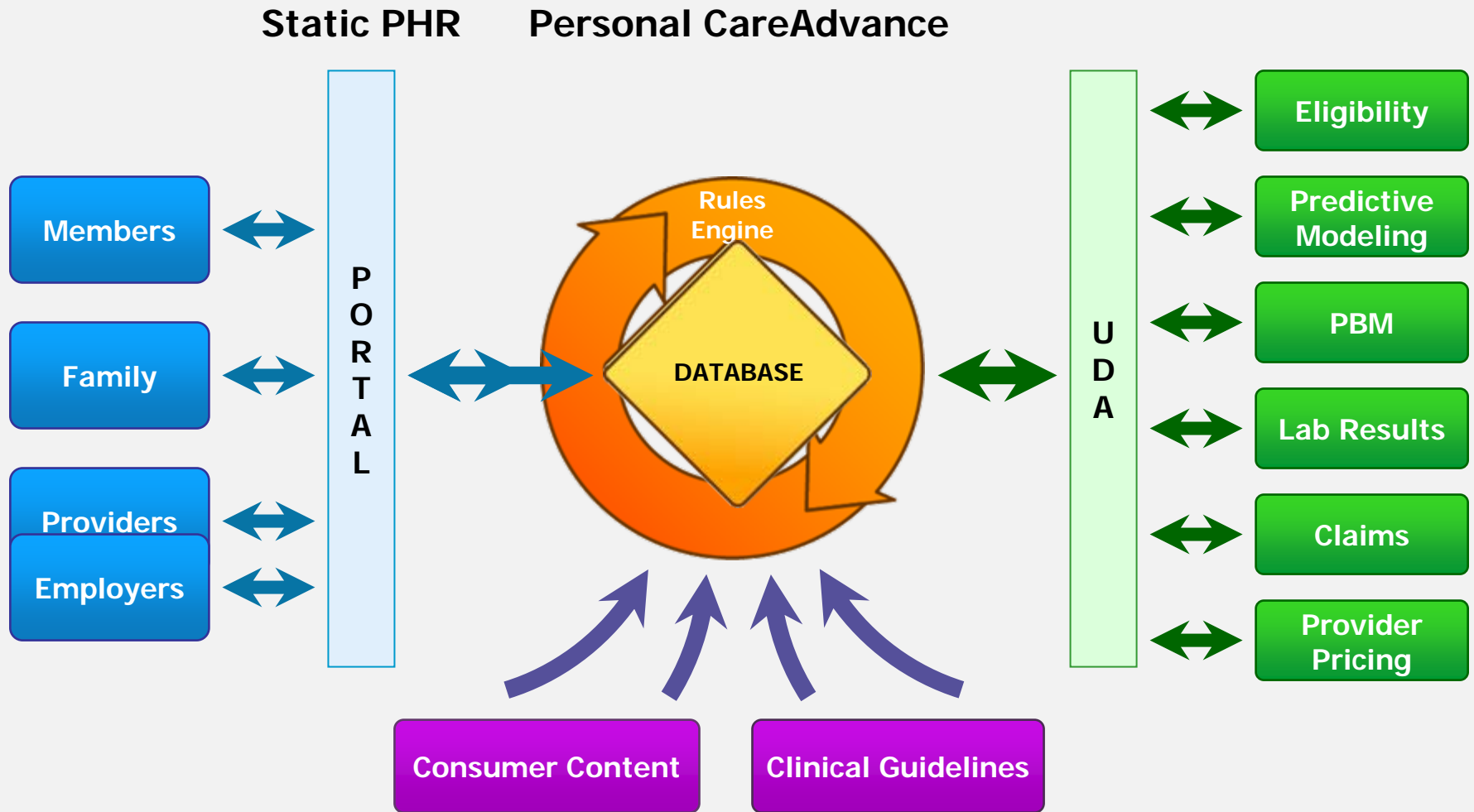


Personalized



Proactive

Personal CareAdvance vs. Static PHR



Healthcare technology solutions. One powerful source.™

Discussion?

